

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

April 14 - [City Council Meeting Agendas](#)

Looking Ahead

Monday, April 13: School Board Work Session

Thursday, April 16: Board of Architectural Review meetings

Stay Informed!

- [City's COVID-19 Information](#)
- [CitE-News & ActivitE-News](#)
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- **LISTEN!** [Rouss Review](#) and [Defrost](#) podcasts



Winchester Parks and Recreation releases two online classes: 1) How to reduce food waste and grow your own vegetables (pictured above), and 2) Yoga class. Posted on the [City's YouTube page](#), [Jim Barnett Park Facebook page](#) and on the [Park web page](#).

City Manager's Activities

City staff has been no short of amazing during the pandemic and continue to provide outstanding services to our community. I am most proud of the City team and how they have handled the uncertainty and the difficulties relating to the pandemic.

Continued working with local and state officials regarding the City's COVID response.

Continued working on the FY21 budget to find ways to reduce expenses for presentation to Council on 4/14.



Public Safety

Winchester Police

- Continued with new Birthday Wishes program for kids 10 and under. Over 100 applications have been received with 25 potential recipients. 13 wishes are confirmed.
- Completed episode 2 of the Defrost podcast that will be released April 11 at 11 am.
- Prepared photos and quotes for an Emergency Communications recognition campaign to run on social media during National Public Safety Telecommunicators Week (April 12-18).
- Worked with Communications to produce an officer recognition video with body worn camera footage from the S. Cameron Street fire. Watch
- Upgraded ProQA with Priority Dispatch to include COVID-19 questions automatically in certain medical calls.
- Started the 9-1-1 workstations upgrade in the Emergency Communications Center.
- Crime stats:
 - Crimes against persons (felony) - 3
 - Crimes against persons (misdemeanor) - 7
 - Burglaries (residential) - 1
 - Burglaries (commercial) - 0
 - Property crimes -14

Winchester Fire and Rescue

- Teleconferenced with department infection control officers.
- Conducted high-rise pack training with new equipment deployed to engine companies.
- Revised COVID-19 General Orders to maintain current recommendations.
- Distributed personnel Infection Control Kits to all personnel.
- Coordinated cost reduction planning for Volunteer Apparatus Maintenance.
- Received 5,000 surgical masks and 96 gowns.
- Conducted video conference/inspection with Valley Health staff to assess egress modifications for the Surgi-Center during COVID-19 treatment.
- Investigated a structure fire that involved two residences and three vehicles on South Cameron Street.

Police Activity	#
Calls for Service	510
Directed Patrols	27
Directed Patrols (OTW)	0
Extra Patrols	174
Extra Patrols (OTW)	0
Alarms/False Alarms	11/11
Crash Reports	2
Traffic Citations	2
Traffic Warnings	7
DUI/DWI	0
FOIAs Answered	2
Special Events Permits Received/ Approved	0/0 43 YTD

Fire Activity	#
Fire	12
Overpressure	0
EMS/Rescue	52
Hazardous Cond.	1
Service Call	5
Mutual Aid Given	4
Good Intent	4
False Alarms	3
Special Incident	0
Plan Review	0
Reinspections	0
Inspections	0

Emergency Management

- Participating in weekly conference calls with Virginia Department of Health (VDH), Virginia Department of Emergency Management (VDEM), and Winchester Medical Center (WMC) regarding the COVID-19 pandemic.
- Deployed a 3rd Base-X tent structure at the WMC emergency department to handle patient surge.
- Continues daily operations of the virtual Emergency Operations Center supporting City departments and agencies.
- Coordinated with stakeholders addressing homeless sheltering.
- VDEM requests made for American Red Cross assets to be deployed to the Winchester Medical Center for the sheltering of essential healthcare workers.
- Conducted monthly iPAWS notification system testing.
- Held discussions with local stakeholders on the management of fatalities due to the COVID-19 pandemic.
- Worked with the new Radio Manager to acclimate to the position.

Development Services

Zoning and Inspections

- Completed:
 - 40 building permit inspections and issued 166 building permits (\$221,482 valuation)
 - 25 code enforcement inspections and initiated 12 new cases
 - 0 new business reviews (0 Zoning User Permits general business, 0 Zoning User Permits home business)
 - 0 PDSP permits
- Removed 0 signs from the public right-of-way (YTD=89)

DATE	Address	Description	Value
04/02/2020	419 W CECIL ST	INTERIOR REMODEL	\$90,000.00
04/02/2020	2544 WILSON BLVD	REPLACE A/C & GAS FURNACE	\$2,500.00
04/02/2020	2961 SECOND ST	7X8 FRONT PORCH ENTRY	\$1,500.00
04/03/2020	12 W CLIFFORD ST	REPLACE WATER SERVICE	\$1,900.00
04/06/2020	100 N LOUDOUN ST	MODIFY EXISTING HVAC SYSTEM	\$1,800.00
04/06/2020	349 SHERIDAN AVE	DUCTWORK	\$45.00
04/06/2020	1320 L.P. HILL DR	NEW WET SPRINKLER SYSTEM	\$18,195.00
04/06/2020	1360 L.P. HILL DR	NEW WET SYSTEM	\$18,000.00
04/06/2020	349 SHERIDAN AVE	FINISH BASEMENT FOR OFFICE	\$800.00

DATE	Address	Description	Value
04/06/2020	100 N LOUDOUN ST	NEW FIXTURES	\$750.00
04/06/2020	100 N LOUDOUN ST	2ND FLOOR INTERIOR REMODEL	\$51,592.00
04/08/2020	419 W CECIL ST	NEW APPLIANCES	\$2,200.00
Totals			\$189,282

Arts and Vitality & Old Town

- Coordinated with organizers of planned downtown events to discuss rescheduling.
- Reached out to businesses to coordinate Old Town To-Go retail initiative.
- Discussed rescheduling of ArtScape banner hanging with ShenArts.
- Contacted Farmers Market applicants to discuss new ideas for this year's market.

Economic and Workforce Development

- Disbursed 11 EDA small business disaster relief loans to local small businesses.
- Participated in WebX meeting with regional Economic Development Resource response team.
- Attended webinar provided by the International Economic Development Council on COVID-19 response.
- Attended virtual Federal briefing on the federal resources available for disaster relief.
- Attended weekly Virginia Economic Development Partnership conference call for regional Economic Development Organizations.

Planning

- Canceled the April 7 Planning Commission work session but filed the legal ad and prepared adjoining property owner letters for the April 21 Planning Commission public hearings which include the Meadow Branch Ave Apartments, Phase 2 PUD rezoning request. The legal ad encourages interested parties to use the [online public input form](#) instead of attending the meeting.
- Prepared and electronically distributed the agenda packet for the April 16 Board of Architectural Review (BAR) meeting which entails 3 public hearings scheduled including one for demolition of historic structures on the proposed Lynx Cameron Square project along the east side of N. Cameron Street between E. Piccadilly Street and Baker Street.
- Continued to find online methods for conducting plan review and approval. New development applications continue to be submitted including 2 site plans this past Wednesday.
- Coordinated with BAR chairman to seek greater use of administrative approval for certificates of approval, particularly for projects such as roof replacement which are time sensitive repairs.

Winchester/Frederick County Tourism

- Proofing the 2020 Visitor Guide with first delivery anticipated in early May.
- Proofing redesign of the Northern Shenandoah Naturally Map & Guide to Natural Places in collaborative project with Shenandoah University.
- Produced guided 360 degree virtual tours of the gardens at the Museum of the Shenandoah Valley and Handley Library this week for distribution through [social media](#) and [YouTube](#).
- Took part in the weekly breakfast chat with CEO of Virginia Tourism to hear what VTC is doing and have a discussion with other DMO directors around the state about strategies and impacts.
- Participated in the weekly Northern Shenandoah Valley COVID-19 Emergency Response Team phone conference.
- Completed a weekly call-around to general managers at all lodging properties to discuss impacts and any way we can help.

Public Services

- Progress continued on the HVAC system replacement at Handley Library as the new rooftop units are being installed.
- Had a discussion with Fire and Rescue and the volunteer stations about the equipment maintenance garage at City Yards performing maintenance work on the apparatus and equipment owned by the volunteer stations.
- Worked with Finance on making adjustments to proposed FY21 budget for Utilities to reflect modified revenue forecasts due to the COVID-19 situation.
- Working on preparing the application to the Virginia Resources Authority due May 1 for the funding needed for the ongoing Utility capital improvement projects.

Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	240	8,292
Water service lines replaced (number)	1	372
Water meters replaced (number)	0	4,559
Sanitary sewer mains replaced/lined (linear feet)	0	6,615
Sanitary sewer laterals replaced (number)	0	111
Sanitary manholes replaced (number)	0	42
Sidewalks replaced (linear feet)	0	39,697
Sidewalks repaired (linear feet)	0	123,835

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	.80	Lane miles
	Potholes repaired	0	52	#
	Mowing	14.76	14.76	Acres
	Miles of streets swept	0	785.29	Miles
	Tons of leaves hauled	0	58.50	Tons
Trees	Dead/diseased trees removed	0	105	#
	Trees trimmed	0	524	#
	Stumps removed	1	135	#
Traffic	Street signs Installed/replaced	6	176	#
	Pavement markings repainted (City)	0	83	Linear feet
	Pavement markings repainted (contractor)	5,273	5,273	Linear feet
Refuse & Recycling	Refuse collected	134.89	1,789.16	Tons
	Recycling collected	61.50	453.726	Tons
	Large item pickups	0	47	#
Transit	Total passengers	979	29,796	#
	Revenue miles pick up/drop off	1,866	47,590	Miles
	Revenue hours pick up/drop off	183.93	4,517.49	Hours
Utility billing	Payments processed	922	19,423	#
	New bills mailed out	0	18,557	#
	Water services turned off (non-payment)	0	125	#
Water treatment plant	Average daily water demand	5.24	5.67	Million gallons/
	Peak daily water demand	5.57	6.53	day
Wastewater treatment plant	Average daily flow treated	7.11	7.42	Million gallons/
	Peak daily flow treated	7.64	17.21	day
Water distribution and wastewater collection	Water main breaks repaired	0	6	#
	Water meters read	3,011	23,562	#
	Fire hydrants flushed	0	0	#
	Sewer mains cleaned	0	40,518	Linear feet
	After-hours call outs	3	47	#
Engineering	Site plans reviewed	4	47	#
	Floodplain permits issued	0	16	#
	Utility as-builts reviewed	0	4	#
	Right-of-way permits issued	7	123	#
	Land disturbance permits issued	1	3	#
	Stormwater facility inspections	0	6	#
	Erosion and sediment control inspections	29	337	#
	Erosion and sediment notices to comply	0	0	#

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Facilities Maintenance	Work requests completed	11	281	#
	Special events assistance	0	4	#
	Maintenance of pedestrian mall	15	379	Staff hours
Equipment maintenance	Total repairs completed	54	706	#
Winchester Parking Authority	Work requests completed	4	85	#
	Special events - assistance provided	0	2	#
	Vandalism or property damage issues	1	4	#
	New monthly rentals	2	53	#
	Monthly rental cancellations	6	60	#
	Total monthly leases in all autoparks	-4	1,135	#
	Available monthly spaces in all autoparks	+4	277	#
	Hourly parkers (all four garages)	185	29,502	#
	Park-Mobile transactions	54	9,427	#
	Meter violations	0	2,297	#

Parks & Recreation

- Worked with Communications to record and release online programming. Segments include yoga, drawing, music, vegetable planting, and disc golf. More coming soon.
- Launched Spirit Week #2 on Monday.
- Resealing pool house floors.
- Launched first week of the new Quarantine Quiz Quest online trivia game about sports that can be played at the park. A different quiz will be posted each Thursday with prizes geared to getting individuals back in the park when we are permitted to reopen. The first quiz on Ultimate Frisbee was released on April 9. Rugby is planned for the following week.
- The War Memorial Building/Active Living Center were assessed by the Corp of Engineers last week in consideration of use as a medical facility but was determined not the best location for a medical facility due to the limited available space for care.
- Planning to host a blood drive in coordination with the American Red Cross on April 16 at the Rec Center gym for separation from other portions of the building. Specific details relating to operations have not been received from the American Red Cross at this time.
- In coordination with the Department of Emergency Management opened and is operating a Point of Distribution (POD) for materials received and required by other internal departments.

Social Services

- Received 97 Benefit Program applications: 58 SNAP, 33 Medicaid, 3 TANF, 1 VIEW, 2 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 1 Home Energy Assistance Program
- Provided case management to: 1,527 Medicaid, 3,983 SNAP, 58 TANF, 17 Auxiliary Grant, 25 individuals receive VIEW services, 55 families/96 children receive Child Care Subsidy Assistance, 322 Home Energy Assistance Program.
- Conducted agency-wide telework survey to assess staff's transition to a primarily remote work environment. Staff is adapting well to the new routines and new tools and continues to respond to the community's needs.
- Attended following webinars:
 - First Responders, Stress Management and Coronavirus
 - Safety Practices and Use of Personal Protective Equipment for Community Visits
 - Dr. Jekyll and Mr. Hyde: Managing the Narcissistic, Coercive and Controlling Domestic Violence Offender

Weekly Activity	#
Clients walk-ins/drop-offs	0/60
Child Protective Service (CPS) referrals/case management load	3/42
CPS family assessments & investigations of alleged maltreatment	53
Placed "on notice" for foster care entry by JDRC	8
Children in/entered/exited foster care	47/0/2
Adoption subsidy cases/adoptions finalized	45/2
Benefit program fraud & overpayment referrals/investigations/recoupment claims	5/15/91
Family Services Prevention intakes/case management load	6/9
Adult Protective Service referrals/case management load	2/5
Adult guardianships/cases	2/82
Adult Protective Service investigations/intakes	13/4
Uniform Assessment Instrument screenings	2
Interstate Compact on the Placement of Children (ICPC) case management	3

Communications

- Distributed the April 8 CitE-News issue. [View](#)
- Distributed COVID-19 update for Parks & Recreation. [View](#)
- Handled 4 media requests for City information and staff interviews; 4 inquiries and 2 interviews for WPD.
- Finalized and scheduled episode 2 of WPD's [DEFROST podcast](#) (to be released 4/11/2020 at 11 am). Created multiple posts for the DEFROST Facebook group. Enlisted help of GIS for a map that assists the upcoming episode.
- Designed graphics for Emergency Communications/Police Department to post during National Public Safety Telecommunicators Week (April 12-18).
- Filmed various activities at Parks & Recreation for online videos. Fully-produced videos include a ["Triple Q"](#) introduction, Yoga with John Ferguson, and [Grow Your Own Vegetables](#) with Michael Neese. Produced [video of Parks & Recreation director](#) announcing upcoming online activities. Videos in production include Chair Yoga, Drawing, Disc Golf, and Drums.
- Photographed plants at Timbrook Community Garden and planned posts for the Park's Facebook page with help of Master Gardeners. Posts will instruct residents how and what to plant coronavirus "Victory Gardens."
- Edited video for Police Department to show efforts of officers during recent Cameron Street fire. [Watch](#)
- Added [2019 Water Quality Report](#) to City's website and promoted.
- Updated (daily), City's [coronavirus web page](#).
- Canceled 2020 Citizen Survey due to budget constraints (COVID).

311 Requests Received	#
FOIA	3
New Recycling Bin	2
Missed Trash/Recycling Collection	-
Trash on Property	-
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	-
Ask a Question	-
Stormwater Drainage Issue	-
Pothole	-
Street Light Out	-
Innovative Idea	1
Water/Sewer Service	-
Citibot	4
Total/YTD	10/127

Date	City Press Releases/Related Press Releases
4/9	Winchester Police arrest second suspect in carjacking investigation - read
Date	Articles in <i>The Winchester Star</i>
4/4	Fire burns two city houses; six people displaced
	Local sanitation departments ask customers to stop flushing paper towels and wipes
	Recently convicted man back in custody after alleged carjacking
	Commentary Open Forum: Wake up call for elected officials
	Letters: Writer believes congratulations are in order
4/8	Police parties cheer up children

Date	Articles in <i>The Winchester Star</i> continued
4/10	Fire victims grateful for rescue
	Drawing puts 4 School Board seats on ballot for Nov. 3
	Roadside marker honoring Poles in place

Support Services

Innovation & Information Services

- Created survey for for department heads to report department work status. Working on creating a survey to submit personal protective equipment data for each department. Data will be displayed through a GIS dashboard.
- Created custom dashboard showing only Virginia coronavirus cases using Virginia Department of Emergency Management data.
- Added ESRI's Community Impact Planning model report into COVID-19 Winchester. Report will only display Winchester report generated by ESRI.
- Created application to allow Emergency Management to update emergency shelter GIS data and add additional emergency locations for COVID 19 crisis.
- Tested adding in a VDEM secured AGOL service into our GIS Portal.

Help Desk Requests	Count	Closed
Account Management	3	6
Applications	5	6
GIS	0	1
Hardware	2	3
Information Only	0	1
Infrastructure	1	1
No Action Required	1	5
Not Assigned	31	0
Procurement/Disposal	0	0
Reporting	0	0
Research	0	1
Total	43	24

